

**FINANCIAL SERVICES Service Annual Performance Review 2021/22**



- j) The service closely monitored the financial impact of Covid on the Council throughout the year, regularly updating assumptions and projections, to ensure that the Convention of Scottish Local Authorities (COSLA) returns were robust, and the Council would receive the appropriate levels of Covid specific Scottish Government funding.

**SIGNIFICANT CHALLENGES** These are the significant challenges faced by the Service during 2021/22. These challenges created pressures on the Success Measures or impacted on delivery. Specific additional activity or mitigating actions were taken to reduce the negative impact on service delivery.

**Corporate Outcome People Live Active Healthier And Independent Lives**

**Business Outcome BO10 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices**

- a) Due to financial impact of Covid on social care providers the Income Max team were under increased pressure to get contracts and payments to providers for delivering care home services. The Social Work Finance Team continued to deliver a financial sustainable solution for half of the Scottish Government to provide financial support to local care providers to help them deal with the cost pressures placed on them by the pandemic which is an ongoing piece of work.
- b) The 300% weekly increase in the volume of Self Isolation Support Grants (SISG) received from December 2021 through to April 2022 due to Omicron caused a significant challenge for the service. Benefit Assessor staff had to be redeployed to help with the administration of SISG and this introduced delays in processing Housing Benefit. The service therefore failed to process new claims for Housing Benefit in 21 days. We were unable to recruit additional Benefit Assessors locally to assist the service.

**Corporate Outcome**

## Corporate Outcome Getting it right

### Business Outcome BO115: We Are Efficient And Cost Effective

- a) The service has continued to deliver business as usual whilst undertaking additional work to manage on the wide range of additional Covid funding provided by the Scottish Government to our front services.
- b) During the year, the service started a project to implement a new financial management system to replace Oracle system which has been

b) We continued to deliver the Argyll and Bute Flexible Food Fund which incentivises people in hardship to get this professionally making two monthly payments to families, the first one before the referral for professional support and the second one after the support has been delivered. This maximised engagement and helped find significantly more benefits for families in hardship.

c) In response to increasing energy costs, we have built on the success of the Flexible Food Fund to introduce an additional support called Heat Your Home, Manage Rising Costs to work in partnership with advice agencies in the area to provide a j (t)e en3 ( )-5.A]TJ 0 Tw 5(-Tj -0.001 Tw 042.0160 Td [(lu